

IN THE CLAIMS

In accordance with 37 C.F.R. § 1.121, the following LISTING OF CLAIMS identifies the claims as "original", "currently amended", "cancelled", "withdrawn", "new" "previously presented", or "not entered" as the case may be. In accordance with the Rules, the text of cancelled and not entered claims is not presented.

1. (Previously Presented) A telecommunication system for transmitting customer data corresponding to a customer, from a customer station to an agent station of an automatic call distributor (ACD), the ACD coupled to the telecommunication system through a public switched telephone network (PSTN), the telecommunication system comprising:

a first communication channel forming a communication path beginning at the customer station extending through the PSTN and extending through the ACD to the agent station using a first communication process;

a customer data processor that operates independently of the first communication process configured to handle two way communication between the customer and the agent of the ACD on the first communication channel under a second communication process that is different than the first communication process, the customer data processor configured to store and process predetermined customer data manually entered into the customer processor by the customer;

a data encrypter operatively coupled to the customer data processor and configured to encrypt the customer data;

the customer data processor configured to automatically transmit the encrypted customer

data from the customer station to the ACD on the first communications channel upon receiving a predetermined signal; and

a customer data interpreter operatively coupled to the ACD for receiving and decrypting the encrypted customer data to facilitate presentation of the customer data to the agent.

2. (Previously Presented) The system according to claim 1 wherein the customer data is predetermined data and the ACD transmits the predetermined signal to the customer data processor causing the predetermined customer data to be automatically transmitted to the ACD and presented to the agent.

3. (Previously presented) The system according to claim 1 wherein the customer data is sent to the ACD prior to a two way voice communication between the customer and the agent.

4. (Original) The system according to claim 1 wherein the customer data is automatically transmitted to the agent of the ACD prior to a voice communication between the customer and the agent.

5. (Original) The system according to claim 1 wherein the customer data is sent to the ACD during the two way communication between the customer and the agent.

6. (Original) The system according to claim 1 wherein the customer data is sent to the ACD substantially simultaneously with the two way communication between the customer and the agent.

7. (Original) The system according to claim 1 wherein the customer data is automatically transmitted to the agent of the ACD after voice communication between the customer and the agent has terminated.

8. (Original) The system according to claim 1 wherein the customer issues the predetermined signal to facilitate automatic transmission of the customer data to the ACD.

9. (Currently Amended) The system according to claim 1 wherein the customer data is selected from the group consisting of a ~~name, address, telephone number, credit card number,~~ customer purchase history, customer complaint history, preferred agent and customer preferences.

10. (Original) The system according to claim 1 wherein the ACD transmits a vendor identification code to the customer data processor, the vendor identification code identifying a specific vendor associated with the communication between the customer and the agent.

11. (Original) The system according to claim 10 wherein the customer data processor assigns one of a plurality of security levels to the vendor identification code.

12. (Original) The system according to claim 10 wherein one of a first security level, a second security level and a third security level is assigned to the vendor identification code, such that all of the customer data is transmitted to the agent if the vendor identification code is assigned the first security level, a predetermined portion of the customer data is transmitted to the agent if the vendor identification code is assigned the second security level, and none of the customer data is transmitted to the agent if the vendor identification code is assigned the third security level.

13. (Original) The system according to claim 1 wherein the customer data processor communicates with the ACD using a voice-over internet protocol (VOIP).

14. (Original) The system according to claim 1 wherein the customer data processor is

a voice-over internet protocol (VOIP) telephone.

15. (Original) The system according to claim 1 wherein the customer data processor is contained within a voice-over internet protocol (VOIP) telephone.

16. (Original) The system according to claim 1 wherein the customer data processor includes a computer and a modem configured to facilitate communicate between the customer and the agent of the ACD.

17. (Original) The system according to claim 1 wherein the customer data processor is operatively coupled to a POTS (plain old telephone service) device.

18. (Original) The system according to claim 17 wherein the customer data processor transmits the customer data using a plurality of DTMF tones.

19. (Original) The system according to claim 1 wherein the customer data processor is operatively coupled to a mobile telephone.

20. (Previously Presented) The system according to claim 1 wherein the customer data transmitted to the ACD is preformatted to facilitate entry of pertinent customer data into a customer order form.

21. (Original) The system according to claim 1 wherein the customer data computer is contained within a personal digital assistant (PDA) operatively coupled to a mobile telephone such that the PDA contains the customer data.

22. (Currently Amended) A telecommunication system for transmitting customer data corresponding to a customer, from a customer station to an agent of an automatic call distributor (ACD), the ACD coupled to the telecommunication system through a public switched telephone

network (PSTN), the telecommunication system comprising:

a telephonic communication device configured to establish a two way communication channel forming a complete communication path extending from the customer station, ~~extending through the PSTN and continuing to end at the ACD under a first communication process;~~

a customer data processing means for storing and processing predetermined customer data entered by hand by the customer;

the customer data processing means operatively coupled to the telephonic communication device;

the telephonic communication device encrypting the customer data and independently transmitting the encrypted customer data from the customer station to the ACD over the two way communication channel under a second communication process that is different than the first communication process upon receiving a predetermined signal from the customer; and

a customer data interpreter operatively coupled to the ACD for receiving and decrypting the encrypted customer data to facilitate presentation of the customer data to the agent.

23. (Currently Amended) A telecommunication system for transmitting customer data corresponding to a customer from a customer station to an agent station of an automatic call distributor (ACD), the ACD coupled to the telecommunication system through a public switched telephone network (PSTN), the telecommunication system comprising:

a telephonic communication device adapted to establish a ~~complete~~ communication channel, the channel extending from the customer station, extending through the PSTN and extending to ~~through the ACD ending at the agent station,~~ under a first communication process

using voice-over internet protocol (VOIP);

a customer data processor operatively coupled to the telephonic communication device for storing and processing predetermined customer data provided by the customer and retained in memory for subsequent transmission;

a data encryption device operatively coupled to the customer data processor and configured to encrypt the customer data;

the telephonic communication device configured to independently transmit the encrypted customer data from the customer station to the ACD over the two way communication channel under a second communication process that is different than the first communication process upon receiving a predetermined signal from the ACD; and

a customer data interpreter operatively coupled to the ACD configured to receive and decrypt the encrypted customer data and present the customer data to the agent.

24. (Previously Presented) A method for transmitting customer data corresponding to a customer from a customer station to an agent of an automatic call distributor (ACD), the ACD coupled to the telecommunication system through a public switched telephone network (PSTN), the method comprising the steps of:

providing a voice-over internet protocol (VOIP) communication device, the VOIP communication device adapted to establish a communication channel, the channel extending from the customer station, through the PSTN and ending at the ACD, under a first communication process using VOIP;

storing predetermined customer data provided manually by the customer in a customer

data processor of the telephonic communication device, the customer data processor operatively coupled to the telephonic communication device;

encrypting the customer data;

independently transmitting the encrypted customer data from the customer station to the ACD over the communication channel under a second communication process that is different than the first communication process upon receiving a predetermined signal;

receiving and decrypting the customer data by a customer data interpreter, the customer data interpreter operatively coupled to the ACD; and

presenting the decrypted customer data to the agent of the ACD.

25. (Original) The method according to claim 24 wherein the ACD transmits the predetermined signal to the customer data processor causing the customer data to be automatically transmitted to the ACD and presented to the agent.

26. (Original) The method according to claim 24 wherein the customer data is automatically transmitted to the agent of the ACD prior to a voice communication between the customer and the agent.

27. (Original) The method according to claim 24 wherein the customer issues the predetermined signal to facilitate automatic transmission of the customer data to the ACD.

28. (Original) The method according to claim 24 wherein the customer data is selected from the group consisting of a name, address, telephone number, credit card number, customer purchase history, customer complaint history, preferred agent and customer preferences.

29. (Original) The method according to claim 24 wherein the ACD transmits a vendor identification code to the customer data processor, the vendor identification code identifying a specific vendor associated with the communication between the customer and the agent.

30. (Original) The method according to claim 29 wherein the customer data processor assigns one of a plurality of security levels to the vendor identification code.

31. (Original) The method according to claim 29 wherein one of a first security level, a second security level and a third security level is assigned to the vendor identification code, such that all of the customer data is transmitted to the agent if the vendor identification code is assigned the first security level, a predetermined portion of the customer data is transmitted to the agent if the vendor identification code is assigned the second security level, and none of the customer data is transmitted to the agent if the vendor identification code is assigned the third security level.

32. (Original) The method according to claim 24 wherein the customer data processor is operatively coupled to a POTS (plain old telephone service) device.

33. (Original) The method according to claim 32 wherein the customer data processor transmits the customer data using a plurality of DTMF tones.

34. (Original) The method according to claim 24 wherein the customer data processor is operatively coupled to a mobile telephone.

35. (Original) The method according to claim 24 wherein the customer data computer is contained within a personal digital assistant (PDA) operatively coupled to a mobile telephone such that the PDA contains the customer data.



36. (Currently Amended) A telecommunication system for transmitting customer data corresponding to a customer from a customer station to an agent of an automatic call distributor (ACD), the ACD coupled to the telecommunication system through a public switched telephone network (PSTN), the telecommunication system comprising:

a communication means configured to establish ~~an original~~ a first two way communication channel, extending ~~continuously~~ from the customer station through the PSTN to the ACD, under a first communication process;

a customer processing means that operates independently of the first communication process and that is configured to handle two way communication between the customer and the agent of the ACD, the customer processing means configured to store and process predetermined customer ~~identification~~ transaction history and preference data manually entered by the customer;

means for encrypting the customer data, the means for encrypting operatively coupled to the customer processing means;

the customer processing means configured automatically to transmit the encrypted customer data from the customer station to the ACD using only the ~~original~~ first two-way communication channel under a second communication process that is different than the first communication process upon receiving a predetermined signal; and

a customer data interpreter operatively coupled to the ACD for receiving and decrypting the encrypted customer data to facilitate presentation of the customer data to the agent.

37. (Original) The system according to claim 36 wherein the ACD transmits the predetermined signal to the customer processing means causing the customer data to be

automatically transmitted to the ACD and presented to the agent.

38. (Original) The system according to claim 36 wherein the customer issues the predetermined signal to facilitate automatic transmission of the customer data to the ACD.

39. (Original) The system according to claim 36 wherein the customer data is selected from the group consisting of a name, address, telephone number, credit card number, customer purchase history, customer complaint history, preferred agent and customer preferences.

40. (Original) The system according to claim 36 wherein the ACD transmits a vendor identification code to the customer processing means, the vendor identification code identifying a specific vendor associated with the communication between the customer and the agent.

41. (Original) The system according to claim 40 wherein the customer processing means assigns one of a plurality of security levels to the vendor identification code.

42. (Original) The system according to claim 36 wherein the customer processing means communicates with the ACD using a voice-over internet protocol (VOIP).

43. (Original) The system according to claim 36 wherein the customer processing means is a voice-over internet protocol (VOIP) telephone.

44. (Original) The system according to claim 36 wherein the customer processing means is contained within a voice-over internet protocol (VOIP) telephone.

45. (Original) The system according to claim 36 wherein the customer processing means is operatively coupled to a mobile telephone.

46. (Original) The system according to claim 17 wherein the POTS device includes a modem configured to convert the customer data into bitstream data and transmit the converted data to the ACD.